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## **CHAPTER III**

### **TRAINEE PERFORMANCE**

#### **A. Placement and Coordination**

Food & Beverage Service Department is one of the departments within the hotel which deals with matters relating to the beauty, neatness, cleanliness, completeness and health of the entire restaurant, as well as other common areas, so that all guests can feel comfortable and is safe within the restaurant in the hotel. The Food & Beverage Service Department is a part of the hotel's food & beverage service that provides Food , Beverage , Set Up Table for Breakfast, Lunch , Dinner, Service Guest at the restaurant and also cleanliness at the restaurant.

Success of a business is not determined by a department only, but cooperation between departments is solid, compact and responsible. Generally, each department has mutual engagement with each other. They need each other, and therefore form a solid team, compact and responsible is not easy. In reality it often happens between departments; this is something that is reasonable in the dynamics of psychological work. Each head of department wants to prove their ability to manage their department, to show remarkable achievements in cost management or pressing budget and increasing revenue or prestigious in analyzing guest comment. Such a conflict over the course of healthy competition is very good in improving productivity to improve profit. In doing its activities, Food & Beverage Service is inseparable from support from other departments.

#### **1. Food & Beverage Service Department with Front Office department:**

Restaurant are of chief concern to the front office and food & beverage service departments. It is important for the departments to continuously exchange information about guest status and how many guest in the hotel. The front office must provide lists for guest VIP , how many guest and also special request guest at the restaurant. Which required special attention:

- a. VIPs in the house – this information is essential so that the staff can take a little extra care in service and supervising VIP guest.

2. Food & Beverage Service Department with Housekeeping Department:

The restaurant, banquet and other F/B outlets constantly requires clean tablecloths, napkins etc. The staff who are also working in those outlets require clean uniform on daily basis. Housekeeping is also required in all the F/B outlets to get the outlet clean before it opens for the guests.

3. Food & Beverage Service Department with Kitchen:

Food are of chief concern to the Kitchen and Food & Beverage Service Departments. Kitchen Staff and Food & Beverage Service Staff must have a strong communication because they complement each other to get information when working. Such as:

- a. Food & Beverage Service require menu and ingredients available that day
- b. Kitchen needs information about guest who have special request on that day

4. Food & Beverage Service Department with Human Resources Department:

Food & Beverage Service coordinates with the personal department for staff recruitment, issuing ID cards, lockers, job promotion, attendance, payrolls, and other benefits.

## **B. Job Description**

As an intern assigned in Food & Beverage Service Department at Sofitel Bali Nusa Dua Beach Resort writer have fixed schedule. The first week writer work as waiters, coffee runner, juicer. Writer learns how to table set up, clear up table, polish, service guest and be Juicer in breakfast. After first week until 2 months writer also work as Barista. At the same time, writer was assigned to be a Bartender. writer take request from the manager to be Bartender in the lunch because sometime guest want order wine, cocktail and mocktail.

1. Responsibilities of the Food & Beverage Service Department

- a. Table
- b. Chair
- c. Plate
- d. Cutleries
- e. Napkin
- f. Restaurant Area

- g. Food
- h. Glass
- i. Breakfast
- j. Lunch
- k. Dinner

## 2. Duties of the Food & Beverage Service Department

In the Food & Beverage Service Department work environment includes have followed the SOP, the Food & Beverage Service Department should do the following:

- a. Create a clean, attractive, comfortable, and secure the Restaurant area.
- b. Provide the best in service guest at the Restaurant, so that guests are happy when breakfast, lunch, dinner or staying at the hotel.
- c. Do the preparation, arrangement, and maintenance of the restaurant.
- d. Be responsible for maintaining cleanliness of all around restaurant, table, chair, cutleries, plate, food, glass and napkin.
- e. Supervise and train employees so that maximum efficiency can be achieved.
- f. Select and determine the equipment & cleaning material that suits the needs.
- g. Always invent inventory of all items.
- h. Seek the establishment of cooperation between all departments.
- i. Develop a good communication system.

And for the SOP is

a. Waiter:

On Breakfast

- 1) Pouring the water
- 2) Ask for coffee or tea
- 3) Taking care the guest needs
- 4) Clear up the table
- 5) Set up the table

On Lunch until Dinner

- 1) Take out the tea cup
- 2) Set up B&B plate and knife

3) Change the sugar with dipping sauce

4) Cleaning side station

5) Refill all cutlery in side station

b. Juicer

On Breakfast

1) Taking order for juice that guest request.

2) Make Juice

3) Refill fruits

On Lunch until Dinner

1) Take out all glass in the buffet

2) Cleaning juicer station

3) Help waiters.

c. Coffee Runner

On Breakfast

1) Order taker kind of coffee and ask special request

2) Send to Barista

3) Standby for coffee

4) Send to table guest order.

On Lunch until Dinner

1) Help Barista Cleaning Bar

2) Refill tea

### 3. Responsibilities of the Barista

a. Coffee

b. Coffee Machine

c. Tea

d. Wine

e. Cocktail

f. Mocktail

g. Bar

h. Cutleries

i. Glass

j. Beer

k. Soda

- l. Welcome Drink
- m. Juice
- n. Garnish

#### 4. Duties of the Barista

In the Barista and Bartender work environment includes have followed the SOP, the Barista and Bartender should do the following:

- a. Create a clean, attractive, comfortable, and secure the Bar area.
- b. Provide the best in service guest at the Bar, so that guests are happy when breakfast, lunch, dinner at the bar.
- c. Do the preparation, arrangement, and maintenance of the all item in the bar.
- d. Be responsible for maintaining cleanliness of all around bar area, coffee machine, all glass, cutleries and chiller
- e. Select and determine the equipment & cleaning material that suits the needs.
- f. Always invent inventory of all items in the bar.
- g. Develop a good communication system with food & beverage team.

And For SOP is

On Morning Shift:

- 1) Make a garnish
- 2) Opening inventory
- 3) Check Condition equipment
- 4) Refill Fruit from beverage store
- 5) Double check material and equipment
- 6) Make coffee and tea for guest request from 06.00 AM until 10.30 AM
- 7) Cleaning coffee bar
- 8) Refill coffee, tea and glass
- 9) Inventory
- 10) Prepare lunch
- 11) Standby until 16.00 PM

On Lunch Until Dinner:

- 1) Standby from 16:00 PM until 10 PM
- 2) Prepare for breakfast
- 3) Closing Inventory

### **C. Problems and Solution**

1. Problem Found during Internship
  - a. The staff often give task to trainee to be a barista/bartender alone without supervision. Sometime when writer made mistakes while performing duties as barista and bartender, the staff/ supervisor always blame directly to the trainee.
  - b. Staff tandem with trainee in bar section often exploits the trainee. The staff is annoying and not willing to teach or give guidance to the trainee
2. Solutions to the Problem Found
  - a. Sofitel Bali Nusa Dua Beach Resort staff needs to supervise the trainee while they perform their task. The staff shouldn't leave the trainee alone because all trainees are still learning.
  - b. Supervisor must strict to the staff and give the staff warning to treat all trainees nicely.